

Resolution 09-11

Authority Member \_\_\_\_\_ moved approval of the following resolution:

**A RESOLUTION HONORING ERIN SUAREZ AS THE TELECOMMUNICATOR OF THE SECOND QUARTER OF 2009.**

**WHEREAS**, the El Paso – Teller Emergency Telephone Service Authority was created to provide a two-county wide E9-1-1 system; and

**WHEREAS**, the members of the Authority wish to recognize outstanding call takers and dispatchers within the system through the Telecommunicator of the Quarter and Telecommunicator of the Year programs; and

**WHEREAS**, On October 12, 2008, CSPD ERT Erin Suarez answered a 911 call from a man who was having severe abdominal pain, dizziness, nausea, and difficulty breathing.

**WHEREAS**, Erin interacted with this caller in her typical manner. The level of customer Service she displayed was superior, and up to her usual high standards. She is the kind of employee that most supervisors would like to clone and hire to staff their centers. What is not typical about this situation is the impact Erin had on the caller. The caller wrote a moving, heartfelt letter to CSPD Chief Myers that was full of emotion and gratitude. The caller confessed that he experienced fear and “a kind of acute feeling of helpless aloneness.” He described Erin as “professional, soothing, calming and she cared, actually cared, for me, a total stranger.” He described his relationship with Erin as “one of the most powerful connections I have ever had with another human being. She was an absolute angel, and she made a difference.”

**WHEREAS**, This powerful testimonial demonstrates the profound impact that professionals in this field can have on those who ask for help. Erin Suarez reached through the darkness of this man’s fear and helplessness to provide an immeasurable amount of comfort and reassurance. That is what we hope for each day and Erin is an outstanding example of personal character and Telecommunicator skills.

**NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:**

The El Paso – Teller County Enhanced 9-1-1 Authority honors Erin Suarez as the Telecommunicator of the Second Quarter, 2009.